EX PARTE OR LATE FILED **ORIGINAL**

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1850 M Street NW, 11th Floor
Washington, DC 20036

August 20, 1999

Magalie Salas
Secretary
Federal Communications Commission
TW-A325
445 12th St., SW
Washington, D.C. 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: EX PARTE PRESENTATION
CC Docket No. 92-105

Dear Ms. Salas:

Yesterday, Paul Ludwick and I, both of Sprint, met with Kurt Schroeder, Helene Nankin Schrier, Debra Sabourin, Marilyn Jones, Jamal Mazroui, and Sharon Callahan of the Network Services Division, Common Carrier Bureau, to discuss TRS. A copy of the material discussed is attached, with the exception of two pages (noted in the attachment) from which proprietary information has been redacted.

An original and one copy of this letter are being filed.

Sincerely,

Norina Moy

Norina Moy
Director, Federal Regulatory
Policy and Coordination

cc: K. Schroeder
H. Schrier
D. Sabourin
M. Jones
J. Mazroui
S. Callahan

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List ABCDE

Speech to Speech Relay Service

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Paul W. Ludwick

S2S Background

- Sprint Provides Speech to Speech for:
  - Arizona
  - Maryland
  - Minnesota
  - Nevada
  - South Carolina
  - Washington

Page 3 contains confidential and proprietary information which has been redacted.

Page 4 contains confidential and proprietary information which has been redacted.

Reasons for Differences Between S2S and Conventional TRS

- Longer Set-up times
  - Relationship Building
  - Difficulty in translating number to dial
- Low Occupancy Rates
  - Long call times
  - Low call volumes
  - Need to maintain acceptable Speed of Answer

Reasons for Differences

- Average Speed of Answer
  - Low call volume
  - Long call duration
  - Varying call patterns
- Cost
  - Inefficient service due to low call volumes and long call times
  - Large difference between session and conversation due to extremely long call set-up

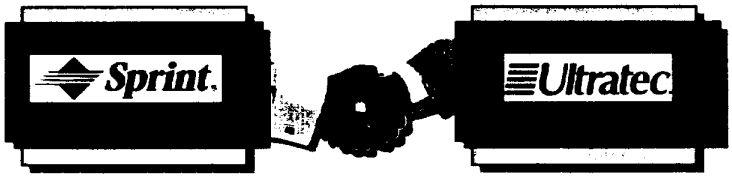
Recommendations

- Service Requirements
  - Extended call set-up time
  - Reduced Speed of Answer Requirements
- Reduce implementation timeframe to 1 year (raise volumes, increase efficiency)
- Modify definition of CA to account for broader activities required for Speech to Speech service

Recommendations (cont.)

- Narrow definition of "moderate" and/or define call handling procedures
- National Speech to Speech Access (711)
- Use caution in defining enhanced features for S2S

TEAM EFFORT:



SPRINT SUPPLIES:

- *Trial Operator Staffing*
- *Facilities*
- *Telecommunications Network*
- *Relay Expertise & Support*

ULTRATEC SUPPLIES:

- *Voice Transcription Technology*
- *Enhanced Text Communication Devices*
- *Technology Expertise & Support*

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PURPOSE OF THE TRIAL:

We Hope to Answer:

Is Speaker Dependent ASR a practical technology for use in relay at this time? Does it provide value for the relay user, the relay administrator, and the relay provider?

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RESEARCH:

What do we hope to learn from the trial?

OBJECTIVE:

- *Average length of call*
- *Average outbound call length (conversation time)*
- *Ratio of outbound calls to inbound calls*
- *Average number of agent corrected or manually input words per call*

SUBJECTIVE:

- *Are relay users more comfortable with relay when relay uses ASR?*
- *Is the rhythm of a relay call more natural when ASR is used?*
- *Is a relay call more similar to a typical voice phone call when relay uses ASR?*
- *Are Voice users more inclined to use relay when relay uses ASR?*
- *Will users place more calls through relay when relay uses ASR?*

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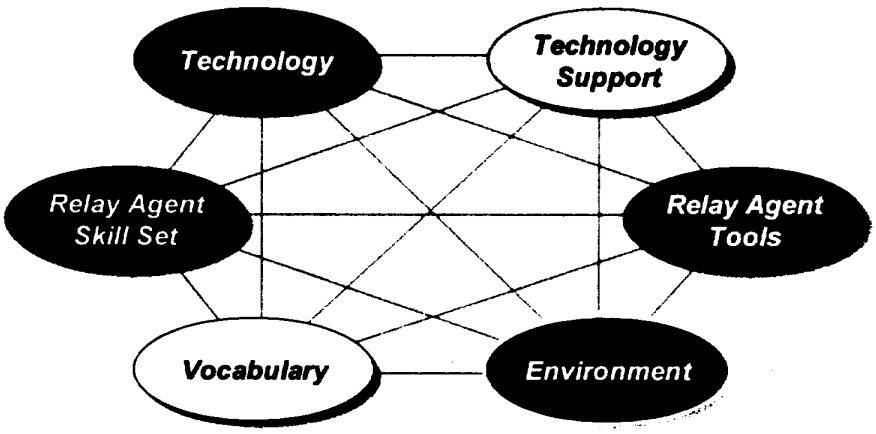
TRIAL VARIABLES:



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CLOSING:

Our goal is to exit the trial with an understanding of the impact of the technology on the relay landscape and an understanding of the technology maturity and requirements.

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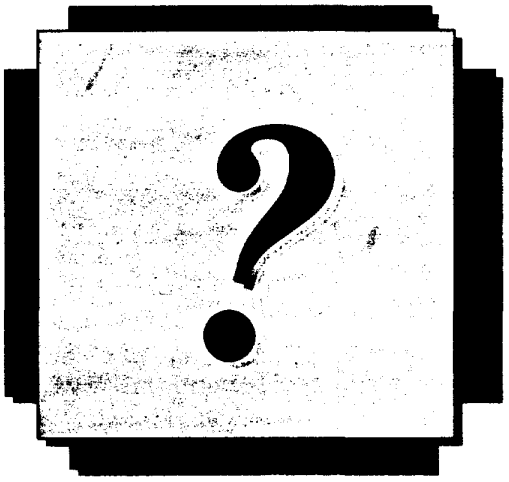
QUESTIONS / COMMENTS:



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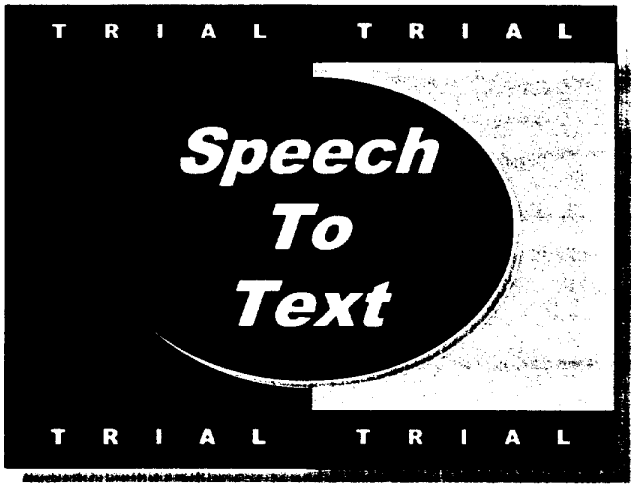
Sprint Relay Introduces:



Presented by Paul Ludwick, Sprint TRS Product Manager

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TRIAL DESCRIPTION:

WHAT → *Sprint and Ultratec will conduct a trial of Speech to Text/Speaker Dependent Automatic Speech Recognition (ASR) technology in a relay environment. Agent re-speaks the Voice party's words. The ASR technology converts the speech to text and transmits it to the TTY user.*

WHERE → *Sprint's Missouri Relay Center.*

WHEN → *September 1, 1999 through February 29, 2000.*

WHO → *Two groups of participants. Approximately 100 TTY and Voice participants selected by Sprint and Ultratec and 75 TTY and Voice participated selected by the State of Maryland.*

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